



AUSTRALIAN COLLEGE OF STUDIES



Student Handbook
5th Edition, 1st Revision

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INTRODUCTION

Organisation Overview

Australian College of Studies (ACOS) became a Registered Training Organisation (RTO) in 2010 and has remained one of the few RTO's that have equipped and connected students to serve Australian communities at every level in the aged care, disabilities and mental health and community care sectors – many within our network. It is registered by the Australian Skills Quality Authority (ASQA) under the National Vocational Education and Training Regulator Act 2011 and the Standards for Registered Training Organisations 2025. The College is also listed on the Commonwealth Register of Institutions & Courses for Overseas Students (CRICOS).

ACOS is located in the heart of Parramatta City and is within 5 minutes' walk to the railway station, bus interchange and Parramatta Westfield Shopping Centre.

ACOS is an educational community committed to sharing values of cultural diversity and inclusion and fostering academic excellence and integrity in every aspect of student life. More importantly, we are your pathway to a rewarding future as a professional community or residential carer.

Mission Statement

ACOS is dedicated to equality of opportunity in education. We act with honesty and integrity. We deliver fundamental, good quality courses that help create more opportunities for you in your career.

Vision Statement

ACOS strives to be the primary provider of essential courses in the south-western suburbs of Sydney and to contribute in meaningful and practical ways to the local community.

Student Handbook

This Student Handbook will provide you with all the information you need to know about studying at **ACOS**. It covers all information needed by both domestic and international students. However, there are sections that apply only to international students.

Location

Australian College of Studies

Level 5, 20 Macquarie Street, Parramatta, NSW 2150 Australia

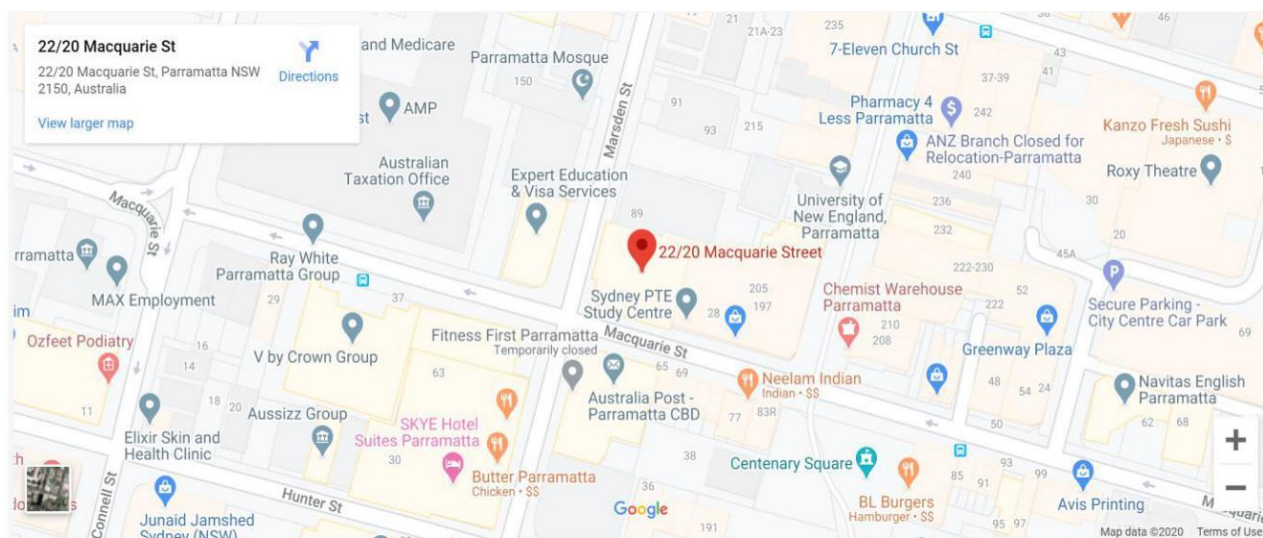
Phone: 1300 415 233

Email: info@acos.edu.au

Web: www.acos.edu.au

Getting to ACOS

ACOS is a 5-minute walk from Parramatta Station, which is one of Sydney's major public transport hubs. To find the easiest way to Parramatta Station from your accommodation, go to <http://www.transportnsw.info/> or download the Opal Travel app for phones.



Contact Information and Emergency Contacts

Emergency Telephone Numbers:

Police, Fire, Ambulance – Dial 000

Department of Home Affairs

Phone: 131 881

<https://immi.homeaffairs.gov.au/help-support/contact-us/offices-and-locations>

Address: Parramatta Office: 9 Wentworth Street Parramatta NSW 2150

Local Medical Centres

Optimum Med Health Clinic

Address: 42 Macquarie St, Parramatta NSW 2150

Phone: (02) 9002 0777

Appointments: optimummedhealth.com.au

Parramatta Park View Medical Centre

Address: 45/1 Macquarie St, Parramatta NSW 2150

Phone: (02) 9633 3377

Transport

Trains, buses and ferries:

Transport for NSW Tel: 131 500

Web: www.transportnsw.info or download the Opal Travel app.

The infographic illustrates three ways to use Opal for transport:

- Public Transport Card:** Shows a stack of Opal cards (adult, child/youth, senior/pensioner concession) and a hand tapping a card on a reader.
- Opal Travel App:** Shows a hand tapping a smartphone on a reader. A callout box says "Top up my card".
- Tap on Tap off:** A callout box with the text "Tap on Tap off".

Top up on the go with the latest version of Opal Travel

Now the nearest place for an Opal top up is only as far away as your pocket. With the latest version of Opal Travel you can top

For more information on fares and alternative ways to top up your card visit: <https://www.opal.com.au/>

Taxi:

Premier Cabs Tel: 131 017

Legion Cabs Tel: 131 451

Public Facilities

There is a major shopping centre located a block away from **ACOS**, Parramatta Westfield Shopping Centre. The Shopping Centre has major banks including ATMs, a post office, food and shopping.



OUR OBLIGATION

As a Registered Training Organisation (RTO) registered with Australian Skills Quality Authority (ASQA), we have an obligation to ensure the quality of the Nationally Recognised Training and Assessment we deliver. We must comply at all times with the Standards for RTOs 2025 which are part of the VET Quality Framework as well as the Education Services for Overseas Students Act 2000 and the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018 (National Code).

To ensure compliance we have developed comprehensive internal policies, procedures and systems that guide our compliant operations and we must participate in audits with ASQA upon their request. In addition, we must ensure that any third parties that we work with who have any involvement in your training and assessment comply as well. This includes our Education Agents and Migration Agents.

ACOS Issues the Qualification, Academic Results and Statements of Attainment to students who are eligible and meet the course requirements in compliance with relevant legislation. We reserve the right to withhold any award or certification documents to be issued where any fees are outstanding.

If the course has ceased, or a sanction has been imposed on the provider, or the provider ceases to operate, the RTO will issue a Statement of Attainment for students who have completed one or more units from the qualification, and the qualification Certificate for the students who are eligible to receive the qualification as per the AQF Certification policy.

If at any time you feel we have not met our obligations as an RTO, you have the right to make a complaint following our Complaints and Appeals Policy outlined further on in this Handbook.

National VET Regulator Act 2011

As a student in Australia's Vocational Education and Training (VET) sector, you should expect high-quality training in your area of interest, leading to a qualification that improves your prospects of gaining employment or providing further pathways of study.

As an RTO registered with the Australian Skills Quality Authority (ASQA), we are required to comply with the National VET Regulator Act 2011. This involves upholding a series of Standards that ensure the training and assessment and support services are provided to you in accordance with the Act.

Privacy Policy

All personal information collected by **ACOS** will comply with the requirements set out in the Privacy Act 1988, Privacy Amendment (Private Sector) Act 2000 and the Privacy and Personal Information Protection Act 1998.

This means we will:

- Inform you the purpose for which the information is collected
- Only use personal information you provide to us in relation to your study with us
- Ensure your personal information is securely handled and stored

- We will inform you of the purpose, organisation and the type of organisation to which we disclose personal information e.g. the Australian Government or the National Centre for Vocational Education Research
- We will not disclose your personal information to another person or organisation unless:
 - It is information that is usually passed to that person or organisation
 - You have provided written consent
 - The disclosure is necessary to prevent or lessen a serious and imminent threat to your life or health or that of another person
 - The disclosure is required or authorised by or under law, such as the ESOS act 2000 and National Code 2018

COURSES

ACOS courses are nationally accredited and recognised, fulfilling the requirements of the relevant Training Packages.

ACOS offers the following courses:

VET Code	CRICOS Code	Course Name	Duration (weeks)	Work Placement Duration(hours)
SIT30622	114494C	Certificate III in Hospitality	52	100
CHC30125	119610H	Certificate III in Early Childhood Education and Care	52	160
CHC33021	112453F	Certificate III in Individual Support	52	120
SIT40422	114495B	Certificate IV in Hospitality	76	100
CHC43015	096211F	Certificate IV in Ageing Support	52	120
CHC11288 7B	112887B	Certificate IV in Disability Support	52	120
CHC43315	096210G	Certificate IV in Mental Health	52	120
SIT50422	114497M	Diploma of Hospitality Management	104	100
SIT50322	114496A	Diploma of Event Management	104	100
CHC50125	118603D	Diploma of Early Childhood Education and Care	76	280
CHC52025	118729A	Diploma of Community Services	104	100
BSB50120	106461A	Diploma of Business	52	0
BSB50420	116204B	Diploma of Leadership and Management	76	0
BSB60120	105292K	Advanced Diploma of Business	52	0
BSB60420	116203C	Advanced Diploma of Leadership and Management	76	0
CHC62015	119009C	Advanced Diploma of Community Sector Management	76	0
BSB80120	105291M	Graduate Diploma of Management (Learning)	104	0



SELECTION AND ENROLMENT

ACOS accepts applications from students who meet the entry requirements published in the course outline. Applications are accepted on a first come, first served basis but if a course is full, you will be offered a place in a course starting at a later date. To apply to enrol in a course, you must complete an Application Form which can be downloaded from **ACOS's** website or obtained at our office.

If you are applying for a course that has entry requirements you will also need to provide the necessary documentary evidence (as indicated in the form) such as verified copies of qualifications, identification including your passport, schooling and evidence of fees Language level (within the last 2 years) such as International English Language Test Score (IELTS) or the PTE Academic Entry.

If you cannot provide evidence of English language proficiency, you may be issued with a conditional letter of offer based on you successfully completing the required English language course.

You will also need to provide documentary evidence if you are applying for advanced standing in a course. See the section in this Handbook on Course Credit

As part of the entry requirements, you may be required to attend an interview. Details of the interview will be provided at this stage.

Application forms are to be sent to info@acos.edu.au or handed into our office.

Upon approval of your application, you will be sent further information about the next steps, 1st instalment payment arrangements and how you can get started in your course.

Unique Student Identifier (USI)

A Unique Student Identifier (USI) is a reference number that creates a lifetime record for an individual of all completed Nationally Recognised Training. Under the Unique Student Identifiers Act 2014, all RTOs must ensure they have a valid USI for any student that enrolls in Nationally Recognised Training from 2015. This means (unless you have an exemption issued by the USI registrar) that as a student you must either:

- Provide us with your USI, or
- Provide us with permission to access or create your USI on your behalf.

For information about exemptions for individuals please visit:

<https://www.usi.gov.au/training-organisations/training-organisation-requirements/exemptions-individuals/how-apply>

If you are providing us with permission to access or create your USI we will need a valid form of identification. The ID that you provide for this purpose will be destroyed once we have used it for this purpose.

If you would like to create your own USI, please visit:

<http://www.usi.gov.au/Students/Pages/default.aspx>

We are unable to issue a qualification or a statement of attainment unless we have a valid USI or a notice of exemption from the registrar.

Use of Education Agents

ACOS appoints Education Agents to promote courses to prospective students. Agents are responsible for providing the information outlined in the selection criteria prior to enrolment. Agents may provide education counselling to prospective students as well as marketing and promotions.

Enrolment Process

Students will need to complete the Course Entry Interview Form.

1. Prior to applying, students are advised to read the relevant Course information, outline, structure, units, delivery method, fees and this Student Handbook.
 - a. Course Information
 - b. Student Handbook
2. Complete an Application Form and gather all necessary documents/evidence such as:
 - a. Australian Passport
 - b. Australian Driver's License
 - c. Foreign Passport
 - d. Visa
 - e. High School Certificate or other relevant certificates
 - f. Proof of English language proficiency, i.e Academic IELTS score
 - g. Any other relevant documents to support your application
3. Submit the completed Application Form and documents/evidence supporting your application via info@acos.edu.au or to our office
4. Our staff will contact you within 5 business days with the outcome of your application and confirm your details
5. Upon approval you will receive
 - a. A Letter of Offer and a Written Agreement setting out the terms and conditions of your enrolment and details of your course
 - b. An invoice with the fees payable and payment structure
6. Confirm details are correct, sign and return the Written Agreement

7. International Students will be issued with a Confirmation of Enrolment (CoE) following receipt of the signed Written Agreement, Overseas Student Health Cover (OHSC) and payment of fees.

Credit

A credit is formal recognition of previous studies you have completed for the purpose of reducing the units or modules that you are required to complete in the course you are enrolled in with us.

ACOS may grant you credit towards your course for units of competency or modules that you have already completed with another RTO or authorised issuing organisation. We may also grant you Credit for subjects or units you have completed where equivalence can be established between the unit/ module in your course, and the subject or unit you have completed.

There is no charge to apply for Credit.

To apply, submit a Credit Application Form and attach it as part of your application so that Credits are known upfront and you are not required to do any work that you otherwise may not have needed to do.

Make sure you attach certified copies of transcripts from your previous study. In some cases, we may ask for additional information about the subject or unit you previously studied so we can determine equivalence. Your Credit Application may be returned to you if you don't provide the required information.

In some cases, Credits may lead to a reduction in the course fees.

Outcomes of your Credit Application will be advised in writing.

Recognition of Prior Learning (RPL)

Recognition of Prior Learning (RPL) is a process where skills and knowledge that you have gained through work and life experience and other unrecognised training can be formally recognised.

ACOS has a process that has been structured to minimise the time and cost to applicants and provides a supportive approach to students wishing to take up this option. You should ideally apply for RPL at the time of applying but you may also apply up to 2 weeks into your course.

If you think RPL is a suitable option for you, the first step is to contact your trainer/assessor or our office and have a conversation about whether RPL might be suitable for you. Suitability is often determined on how much experience you have in a certain area, your work history and previous training. If RPL is determined as a possibility for you, you will be provided with a kit that will guide you in working through each unit to determine relevant skills and experience and identify whether you would be able to provide the required evidence.

A trainer/assessor will be available to assist you throughout this process.

To apply for RPL, you will need to submit an RPL Application Form and the RPL kit. Your application will then be assessed for suitability and you will then be contacted by an assessor to discuss the

RPL process. An application fee of \$500 and \$200 per unit is chargeable. RPL application fee is non-refundable.

The usual RPL process involves gathering evidence to demonstrate skills, knowledge and experience, question responses, completing tasks and may involve observation of your work skills in your workplace.

STUDENT ORIENTATION

We are committed to ensuring that all overseas students get all the support they need to adjust to life and study in Australia and to be successful in their studies. This orientation is usually scheduled on the first day of term.

You will be required to participate in a compulsory orientation program that will include information on:

- details of internal and external support services available to assist in the transition into life and study in Australia. Such services include welfare services, accommodation services, academic and career advice, IT support, and student learning assistance, English language support and social inclusion activities.
- legal, emergency and health services
- safety and awareness relevant to life in Australia
- information on how to seek assistance for and report an incident that impacts significantly on your well-being, including critical incidents
- facilities and resources
- organisational policies and procedures including course progress, attendance monitoring, deferral, suspension and cancellation, course transfer and complaints and appeals.
- any student visa conditions relating to course progress and attendance.

The orientation will also provide you with important information about health and safety requirements including emergency evacuation procedures, critical incidents and incident reporting as well as a range of other important matters relating to your rights and responsibilities as a student.

The orientation also provides an opportunity for you to ask any questions you might have about studying with us. During this induction, we also make sure that we have all the required forms and paperwork filled in.

At your induction you will receive your first set of learning materials so that you can start on your learning journey.

General housekeeping arrangements are also discussed



Sample Orientation Day Schedule

Orientation Timetable	
9:00	Welcome/Introductions
9:30	Tour
10:45	Orientation Session 1
11:45	Questions
12:00	Lunch Break
1:00	Orientation Session 2
2:00	Questions
2:15	Interviews
2:45	LLN Tests
4:00	End of Day

9:00 – Welcome/Introductions

When you arrive at **ACOS** you will be met by **ACOS** Management team. You will be introduced to any other students.

9:30 – Tour

You will be taken on a tour of **ACOS** facilities and the local area that will include important landmarks like Parramatta Station, cafes and restaurants, banks and other places of interest.

10:45 – Orientation Session 1

Discussion topics:

- Your Studies
- Support Services
- Legal Services
- Emergency and health services

11:45 – Questions

Time for discussion and questions about topics covered in Orientation Session 1.

12:00 – Lunch Break

1:00 – Orientation Session 2

Discussion topics:

- USI
- Complaints and Appeals Process
- Visa conditions relation to course progress and attendance

2:00 – Questions

Time for discussion and questions about topics covered in Orientation Session 2.

2:15 – Interviews

Your chance to meet one-on-one with **ACOS** staff to learn more about each other and ask any questions you may have.

2:45 – LLN Tests

You will be given a Language, Literacy and Numeracy (LLN) test to help us decide the level of support you require.

Services that we may offer to you include:

- Mentoring from appropriately qualified trainers including their email contact details
- Receiving English language support
- Study skills centre/study clubs
- Review of learning materials and providing information in a context you can understand
- Providing extra time to complete tasks
- Providing access to supplementary or modified materials
- Providing supplementary exercises to assist understanding
- Supervised study groups
- Tutorial support assistance
- Job placement assistance for those participating in courses that require practical placement
- Online support and exercises
- Computer and technology support
- Referral to external support services

STUDENT CODE OF CONDUCT AND GENERAL HOUSEKEEPING

Student Rights

All students have the right to:

- Be treated fairly and with respect by all students and staff
- Learn in a supportive environment which is free from harassment, discrimination and victimisation
- Learn in a healthy and safe environment where the risks to personal health and safety are minimised
- Have their personal details and records kept private and secure according to our Privacy Policy and Procedures
- Access personal information **ACOS** holds
- Have their complaints and appeals dealt with fairly, promptly, confidentially and without retribution
- Appeal about procedural and assessment decisions
- Receive training, assessment and support services that meet their individual needs
- Be given clear and accurate information about their course, training and assessment arrangements and their progress
- Access the support they need to effectively participate in their training program
- Provide feedback to **ACOS** on the client services, training, assessment and support services they receive
- Be informed of any changes to agreed services, and how it affects them as soon as practicable.

Student Responsibilities

All students, throughout their training and whilst enrolled with **ACOS** are expected to:

- Treat all people with fairness and respect
- Not engage in behaviour that could offend, embarrass or threaten others
- Not harass, victimise, discriminate against or disrupt others
- Maintain an attendance record of at least 80%
- Respect others and their property
- Respect the opinions and background of others
- Follow all safety policies and procedures as directed by staff
- Report any perceived safety risks as they become known
- Not bring items or articles that may threaten the safety or self of others
- Notify the college if any personal or contact details change
- Provide relevant and accurate information to **ACOS** in a timely manner
- Approach their course with due personal commitment and integrity
- Complete all assessment tasks, learning activities and assignments honestly and without plagiarism or infringing Copyright laws.
- Hand in all assessment tasks, assignments and other work with a completed cover sheet
- Keep copies of all assessment tasks, assignments and other work
- Make regular contact with their trainer/assessor
- Prepare appropriately for all assessment tasks and learning sessions
- Notify **ACOS** of any difficulties relating to the course
- Notify **ACOS** if you are unable to attend a training session for any reason at least 12 hours prior to scheduled start time
- Notify **ACOS** if you intend to apply for a leave of absence at least 2 weeks prior to the intended date.
- Make payment within agreed timeframes
- Advise **ACOS** of change of address
- Comply with their student visa requirements under the ESOS Act (International Students)

Workplace Health and Safety

The Workplace Health and Safety Act 2011 governs **ACOS** must provide a safe environment for both staff and students, as well as providing information to staff and students in relation to health, safety and welfare. **ACOS** has policies and procedures in place to ensure your health and safety are a priority. During Orientation Day you will be provided with information regarding health and safety.

As a student you also have responsibility to follow instructions, rules and to behave in ways that are safe and do not endanger the health and safety of others. Always ensure that you:

- Report Hazards/Incidents to your trainer/assessor/staff
- Seek assistance from staff if you become ill or injured
- Only assist another person who is ill or injured if it is safe to do so. If you're unsure, notify staff for assistance
- Ensure you are familiar with **ACOS** emergency evacuation procedures and in the case of an emergency, follow instructions given to you
- Do not leave bags or personal belongings causing a trip hazard

- Observe basic hygiene practices such as hand washing before handling and eating food and leaving toilets and sinks clean and tidy.

Drugs and Alcohol

ACOS is a drug and alcohol-free environment. The consumption, use, sale or distribution of alcohol and/or drugs by any student on premises is strictly forbidden at all times. Any student who attends class under the influence of alcohol or prohibited drugs are subject to severe disciplinary action.

Weapons

You must not bring firearms, knives or any other weapons to the campus. If you are found to have brought any weapon you will be expelled.

Mobile Phones

Keep your phone OFF or on SILENT during class to minimise disruption to other students. If you need to use your phone during class, please leave the classroom.

Smoking

Smoking is NOT permitted anywhere in the building, including toilets and fire exits. Smoking is permitted outside the building.

Food and Drinks

Food and drinks must not be consumed in classrooms. We have a separate kitchen/dining area equipped with a microwave, fridge, and kettle. Please ensure you keep this area clean and tidy and use rubbish bins provided.

Computer Usage

ACOS's internet service is provided for educational purposes only. Using this to download music, movies, games, or any personal use is not allowed. Only registered **ACOS** students and staff may use the computers.

ACOS reserves the right to refuse access to students to our computer labs.

When using any computers on campus, you are expected to show consideration for others. Some guidelines for considerate use may include:

- No eating or drinking whilst using **ACOS** computers
- Keep noise levels to a minimum
- Do not transmit or view offensive materials, including any material of pornographic nature
- Do not alter any settings on **ACOS** computers
- Do not attempt to fix a faulty computer, please notify staff

Harassment, Victimisation and Bullying

ACOS is committed to providing an environment free from all forms of harassment, victimisation and bullying. **ACOS** will not tolerate any behaviour that harms, intimidates, threatens, victimises, offends, degrades or humiliates another person.

Harassment is treating a person less favourably on the basis of particular protected attributes such as a person's sex, race, disability or age. Treating a person less favourably may include offending, humiliating or intimidating someone. Harassment can include behaviour such as:

- Telling insulting jokes about particular racial groups
- Sending explicit or sexually suggestive emails or text messages
- Displaying racially offensive or pornographic posters or screen savers
- Making derogatory comments or taunts about a person's disability, or
- Asking intrusive questions about someone's personal life, including his or her sex life

Victimisation is subjecting or threatening to subject a person to some form of detriment because they have:

- Lodged, or is proposing to lodge, a complaint of discrimination or harassment
- Provided information or documents to an internal investigation or an external agency
- Attended a conciliation conference
- Reasonably asserted their rights, or supported someone else's rights, under federal anti-discrimination laws
- Made an allegation that a person has acted unlawfully under federal anti-discrimination laws.

Bullying behaviour can range from obvious verbal or physical assault to subtle psychological abuse. It can be physical or verbal abuse. Bullying may be:

- Yelling, screaming or offensive language
- Excluding or isolating
- Psychological harassment
- Intimidation

Legitimate comment, feedback and advice should not be confused with bullying, harassment or discrimination.

If you feel you are being harassed, victimised or bullied, we encourage you to resolve this between yourselves before any mediation is required. If you are uncomfortable doing this, you may wish to notify staff using **ACOS** Complaints and Appeals procedure.

Access, Equity and Anti-Discrimination

The principles and practices adopted by **ACOS** aim to ensure that current and prospective students, clients and other stakeholders are treated fairly and equitably irrespective of their gender, culture, linguistic background, race, socio-economic background, disability, age, marital status, pregnancy, sexual orientation or carer's responsibilities.

All people will be treated courteously and expeditiously throughout the process of enquiry, selection and enrolment and throughout their participation during their course.

ACOS provides equity in access to the level of training and support required by each student. All students are supported in a manner that enables them to achieve their full potential and success in their training outcomes. Students are provided with opportunities to develop and successfully gain skills, knowledge and experience through education and training.

If you feel you are being unfairly treated, please lodge a complaint as per **ACOS** Complaints and Appeals Policy and Procedure, further detailed in this handbook.

COURSE EXPECTATIONS AND REQUIREMENTS

The training and assessment offered by **ACOS** focuses on providing you with knowledge and skills required to the standard of performance required in the workplace. This is known as competency-based training and assessment. Each of the components of your course is a “unit of competency”. You may either be studying one or a few units of competency or a set of units that make up a total qualification. Each unit of competency is linked to specific skills and knowledge required in the workplace.

Our course outlines include the details of how we deliver the training to you as well as the assessment methods that will be used to assess whether you have reached the required standard of performance. Generally, our courses may involve classes, workplace component, homework and online learning.

Assessment methods vary from course to course but usually include written questions, projects, written assignments, and practical observations.

Attendance and Homework

It is an expectation that you attend every class so as to not fall behind. Please notify your trainer at least 12 hours prior to class if you are unable to attend for some reason. Please notify **ACOS** student services if you intend to take leave at least 2 weeks prior to the date intended.

There will also be an expectation that you complete a certain amount of homework each week in order to finish learning and assessment tasks required for completion of your course. Your trainer will guide you on what to do during this time and how much is expected. This is also outlined on the Course Outline.



ASSESSMENT ARRANGEMENTS

For each unit, your trainer or assessor will go through the arrangements for assessment with you and you will be given all the details about the assessment requirements.

You will:

- Be provided with detailed assessment instructions for each task/requirement which includes the criteria that you'll be assessed against
- Be informed of relevant due dates or timing of assessments to be conducted

Submitting your assessments

You must submit written assessment tasks with a completed and signed Assessment Task Cover Sheet. The cover sheet asks you to make a declaration that the work is your own. Written tasks will not be accepted without a signed cover sheet.

Assessments can be submitted directly to the trainer/assessor, uploaded on our Student Management System or sent by email to the trainer/assessor.

You must keep a copy of all tasks that you submit as these cannot be returned. These are kept on record to ensure you meet the requirements for your qualification. Should your assessment go missing via post, we will ask you to re-submit the assessment.

Written work will be marked within 30 days of receipt. Your assessor will provide you with written feedback and confirm the outcome of the task on the Task Cover Sheet.

Assessment outcomes

Each assessment task will be given an outcome of either Satisfactory (S) or Not Satisfactory (NS). You must complete all tasks for a unit satisfactorily to achieve an overall outcome of Competent (C) for a unit. If one or more of your tasks are assessed as Not Satisfactory, you will be given an overall outcome for the unit of Not Yet Competent (NYC). You will have a total of 3 re-submissions to achieve a Satisfactory outcome. You will be given a timeframe and advised what you must include in your re-submission.

If, after the third attempt, you are still assessed as Not Satisfactory for a task, you will need to complete additional training and assessment to support you in achieving a Competent outcome. This may incur an additional fee for students as identified in the fees and charges information.

Reasonable adjustment in assessment

Some students may need modifications to assessments due to disability, illness or special considerations.

Reasonable adjustments may involve:

- Making training and assessment resources and methods more accessible e.g. providing learner workbooks in an audio format or on different coloured paper
- Adapting physical facilities, environment and/or equipment
- Making changes to the assessment arrangements e.g. more time
- Making changes to the way evidence for assessment is gathered e.g. written questions asked orally

Please speak to your assessor if you require adjustments. Note these adjustments are at the discretion of your assessor.

Appealing assessment decisions

You may make an appeal against an assessment decision. Please refer to the Complaints and appeals section in this handbook for information about making a Complaint or Appeal against an assessment decision.

If you are found to have plagiarised, cheated or colluded, disciplinary action will be required, including re-submission of the assessment. You will be given an opportunity to respond to the situation prior to a decision.

Disciplinary action may also lead to the suspension or cancellation of your enrolment, which may affect your visa.

WORK PLACEMENT ARRANGEMENTS

ACOS identifies work placement (WP) as the situation of an arrangement under a work placement agreement, whereby students are placed in a workplace to receive practical training and experience that is required and is an assessable part of the course, leading to the issuing of a qualification or statement of attainment.

Specific competencies covered during work placement will be assessed and recorded by **ACOS** trainers and/or assessors. **ACOS** will assign and allocate student workplace hosts.

Mandatory vaccinations including COVID19 is required for all NSW Healthcare workers including students participating in work placement. For more information on vaccines required see link here, <https://www.health.nsw.gov.au/immunisation/Documents/record-card-hcws-students.pdf>

Vaccinations may apply to Childcare and Hospitality courses.

Other required documents for work placement may include (not limited to):

- NSW Police Check
- Working With Children's Check
- NDIS Check

The table below outlines the mandatory hours of work placement for the respective courses.

VET Code	CRICOS Code	Course Name	Duration (hrs)
SIT30616	102840M	Certificate III in Hospitality	150
CHC30121	108735H	Certificate III in Early Childhood Education and Care	160
CHC33015	096046C	Certificate III in Individual Support	120
SIT40416	102841K	Certificate IV in Hospitality	150
CHC43015	096211F	Certificate IV in Ageing Support	120
CHC43115	0102016	Certificate IV in Disability	120
CHC43315	096210G	Certificate IV in Mental Health	120
SIT50416	102838E	Diploma of Hospitality Management	200
CHC50121	106996C	Diploma of Early Childhood Education and Care	280
CHC52015	096045D	Diploma of Community Services	160
BSB50120	106461A	Diploma of Business	0
BSB60120	105292K	Advanced Diploma of Business	0
BSB80120	105291M	Graduate Diploma of Management (Learning)	0

STUDENT PLAGIARISM, CHEATING AND COLLUSION

ACOS has a no tolerance policy for plagiarism, cheating and collusion. Students are expected to act with integrity at all times and only submit work that is their own or that has been appropriately referenced including acknowledgements of all resource materials used in preparing the work.

When submitting assessments, you will be required to sign a declaration that the work provided is your own and that you have not cheated, plagiarised or colluded with other student/s.

Where a student is suspected of plagiarising, cheating or colluding, **ACOS** will take the necessary steps to detect if plagiarism, cheating or colluding has occurred by comparing work with electronic reference materials, internet resources and the work of other students, using plagiarism detection software, and comparing work against various academic databases or any other appropriate method.

If you are found to have plagiarised, cheated or colluded, disciplinary action will be required, including re-submission of the assessment. You will be given an opportunity to respond to the situation prior to a decision.

Disciplinary action may also lead to the suspension or cancellation of your enrolment, which may affect your visa.



STUDENT SUPPORT SERVICES

We are committed to ensuring you receive the support you need to be successful in your studies. This may include if you have not studied for a while, learning study skills, assistance in reading, writing or maths.

Your support needs can also be discussed during orientation.

Services that we may offer to you include:

- Mentoring from appropriately qualified trainers including their email contact details
- Receiving English language support
- Study skills centre/study clubs
- Review of learning materials and providing information in a context you can understand
- Providing extra time to complete tasks
- Providing access to supplementary or modified materials
- Providing supplementary exercises to assist understanding
- Supervised study groups
- Tutorial support assistance
- Job placement assistance for those participating in courses that require practical placement
- Online support and exercises
- Computer and technology support
- Referral to external support services

Provision of Language, Literacy and Numeracy (LLN) Assistance

ACOS aims at all times to provide a positive and rewarding learning experience for all students. Students will be required to complete an LLN test, determining their level and any additional assistance required.

Welfare Services

ACOS also offers a range of welfare services to help with mental, physical, social wellbeing. These may include, through referral, information/advice about accommodation, counselling, crisis services, disability and equity issues, financial matters, legal issues, medical issues, mental health, peer mentoring, programs promoting social interaction, and stress-management.

EXTERNAL SUPPORT SERVICES

Students requiring additional external support with their studies, work or life, **ACOS** provides the following referrals to community organisations who may be able to assist you. Please note, some of these services may attract a fee which is payable by you.



24/7 Mental Health Services

Beyond Blue <i>Anyone feeling anxious or depressed</i>  beyondblue.org.au  1300 22 4636	Kids Helpline <i>Counselling for young people aged 5 to 25</i>  kidshelpline.com.au  1800 55 1800
MensLine Australia <i>Men with emotional or relationship concerns</i>  mensline.org.au  1300 78 99 78	Open Arms <i>Veterans and families counselling</i>  openarms.gov.au  1800 011 046
Lifeline <i>Anyone having a personal crisis</i>  lifeline.org.au  13 11 14	Suicide Call Back Service <i>Anyone thinking about suicide</i>  suicidecallbackservice.org.au  1300 659 467

**Is it an emergency?**

If you or someone you know is at immediate risk of harm, call **triple zero (000)**



Reading and Writing Hotline

<http://www.readingwritinghotline.edu.au/>

Tel: 1300 655 506

The hotline can provide you with advice and a referral to a provider in Literacy and Numeracy courses.

Anti-Discrimination Board

<http://www.antidiscrimination.justice.nsw.gov.au/>

Tel: 9268 5544

Legal Aid

www.legalaid.nsw.gov.au/

Tel: 9707 4555

Commonwealth Ombudsman

www.ombudsman.gov.au/

Tel: 1300 362 072

Safeguards the community in its dealings with the Australian Government. Also has oversight of some private sector organisations.

Reach Out

www.reachout.com.au

Reach out is a web-based service that inspires young people to help themselves through tough times, and find ways to boost their own mental health and wellbeing.

Additional External Services

Area	Website	Phone
Alcoholism	www.aa.org.au	1300 222 222
Anxiety (including phobias & OCD)	www.ada.mentalhealth.asn.au	1300 794 991
Anxiety	www.sane.org	1800 187 263
Asthma	www.asthmansw.org.au	1800 645 130
Consumer Credit and Debt	www.ndh.org.au	1800 007 007
Crime Stoppers (report crime anonymously)	www.nsw.crimestoppers.com.au	1800 333 000
Crisis Counselling	www.lifelinesydney.org	131 114
Depression	www.beyondblue.org.au	1300 224 636
Disabilities	www.ideas.org.au	1800 029 904
Domestic Violence	www.wlsnsw.org.au	1800 810 784
Domestic Violence	www.domesticviolence.nsw.gov.au	1800 656 463
Drug Addiction	www.na.org.au	1300 652 820
Drug Addiction	www.naranon.com.au	8004 1214
Drugs and Mental Health	www.thewaysidechapel.com	9581 9100
Families & Friends with Mental Illness	www.mentalhealthcarensw.org	1300 554 660
Eating Disorders	www.edf.org.au	9412 4499
Eczema	www.eczema.org.au	1300 300 182
Emergency Services (Police, Fire, Ambulance)		000
Epilepsy	www.epilepsy.org.au	1300 374 537
Family Planning Information	www.fpnsw.org.au	1300 658 886
Gambling Counselling	www.gamblinghelponline.org.au	1800 858 858
Grief Support	www.solace.org.au	9519 2820
Hepatitis C	www.hepatitisaustralia.com	1800 437 222
HIV/AIDS	www.healthdirect.gov.au	1800 737 669
Telephone Interpreter Service		131 450
Legal Information and Advice	www.lawaccess.nsw.gov.au	1300 888 529
Mental Health Advice	www.mentalhealth.asn.au	1300 794 991
Poison Information Centre	www.health.gov.au	131 126
Police Assistance Line		131 444
Pregnancy Counselling	www.pregnancysupport.com.au	1300 792 798
Rape Crisis Centre	www.nswrapecrisis.com.au	1800 424 017
Relationship Counselling	www.interrelate.org.au	1300 473 528
Schizophrenia	www.sfnsw.org.au	1800 843 539
Serious Illness	www.lifecircle.org.au	1300 364 673
Smoking	www.icanquit.com.au	137 848
Suicide Prevention	www.suicideprevention.com.au	1800 465 366
Victims of Crime	www.victimsservices.justice.nsw.gov.au	1800 633 063
Women's Refuge Referral Service	www.facs.nsw.gov.au	1800 152 152

FEEDBACK

Your feedback is important to us and assists in ensuring our services meet your needs. We adopt 360-degree feedback approach, from students, staff and trainers to contribute to our continuous improvement processes ensuring we are striving for better performance.

Students and employers will be provided with Quality Indicator Survey to complete.

We also welcome feedback from you at any time in person, email or phone.

ACCESSING YOUR RECORDS

You may access or obtain a copy of the records **ACOS** holds about you at any time. This includes personal information and records of participation and progress.

All requests must be done via an Access to Records request form. Fees may be applicable for copies of records, reissuing of testamurs or statements.

You may request to access your records in person or posted for a fee. **ACOS** will verify identification to access records to ensure the person viewing the records is themselves. This process will be accompanied by an **ACOS** staff member. Where records are to be sent via post, this will only be sent to the home address on the student's file.

Amendment of records

If you consider the information on your student file to be incorrect, incomplete, out of date or misleading, you may request the information be amended.

Where you request an amended however this is found to be misleading, the details of the request will be noted on your record.

NOTIFYING YOU OF CHANGES

As an RTO, under the VET Quality Framework, we must notify you promptly if there are any changes to our RTO, the course, or the arrangements for training and assessment.

This may include if there were any changes of ownership, any new or changes to existing third-party arrangements relating to your enrolment, if we are unable to provide the services agreed upon in your Student Agreement, if we are no longer able to deliver the course you are enrolled in, or no longer operating as an RTO.

If this occurs, **ACOS** will ensure minimal impact to all affected and notify you of potential changes and how you will be affected as soon as practically possible.

It is important to have your email, mobile number, home address up to date to ensure you receive the appropriate notification.

FEES AND REFUNDS

Detailed information on fees and charges will be shown in your Application Form, Written Agreement and invoice, prior to enrolment. You can pay via direct bank deposit.

ACOS does not use direct approach marketing or tele-sales, no cooling-off period applies to its courses.

Where an employer is paying for a student's course, an Employer Agreement will be provided at the time of enrolment outlining the total fees, payment terms and schedule of payments applicable.

All fees and charges must be paid in Australian Dollars (AUD). Late fees apply for overdue fees.

International students are required to have their own Overseas Student Health Cover (OHSC). This is not provided by **ACOS**.

ACOS protects the fees that are paid in advance by both domestic and international students.

- Domestic Students: **ACOS** does not require a student to ever pay more than \$1,500 in advance for services not yet provided, either prior to course commencement or at any stage during their course.
- International Students: Fees are protected under the Tuition Protection Service as regulated by the VET Quality Framework and the ESOS Act.

Course fee inclusions

The Letter of Offer and Student Agreement will clearly itemise all course fees, including both tuition and non-tuition fees, in compliance with Quality Area 2.1 (2) VET Student Support of the Outcome Standards for NVR RTO 2025.

Tuition fees payable to Australian College of Studies include:

- All of the training and assessment required for students to achieve the qualification or course in which they are enrolling within the attempts allowed.
- One copy of the required text books and learning materials for each student unless otherwise stated on the Course Outline.
- Issuance of one set of certification documents including the testamur (certificate) and record of results or Statement of Attainment (in the case of withdrawal or partial completion).

Non-tuition fees payable to Australian College of Studies may include if applicable.

- A non-refundable enrolment fee
- RPL Fees (application and per unit costs)

- Additional fees that apply for re-enrolment, where a student fails to achieve a satisfactory outcome after three attempts at an assessment task.
- Re-issuance or additional copies of certification documents will attract a fee of \$50 per document, plus postage if required.
- Fees for deferral of study, late payment of tuition fees, late assessment submission fee, course transfer fee, withdrawal fee or other circumstances in which additional fees may apply.
- Any optional textbooks and materials that may be recommended but not required to complete a course.
- Replacement textbooks if original copies are lost or misplaced. Costs for replacement textbooks are outlined on the Letter of Offer and Student Agreement.
- Replacement of student ID

Fees payable to Australian College of Studies do not include:

- Stationery such as paper and pens.
- Overseas Student Health Cover
- Airport pick ups
- Excursions (unless stated on the Course Outline)
- Credit card payment surcharges

Australian College of Studies cannot guarantee that students will successfully complete the course in which they enrol regardless of whether all fees due have been paid.

Payments

Payments can be accepted by direct debit or credit card.

- Credit card payments incur a surcharge of 2.9% per invoice amount for international cards and 1.75% for domestic cards.

ACOS reserves the right to suspend the provision of training and/or other services until fees are brought up to date. Students with long term outstanding accounts may be withdrawn from their course if payments have not been received and no alternative arrangements for payment have been made.

International students who do not pay their fees will receive two warnings regarding non-payment of fees and thereafter will be reported to the DoHA via PRISMS under student default.

Late Payments

- Students who are experiencing difficulty paying their fees are invited to call our office to discuss alternative arrangements. Requests must be made in writing 4 weeks prior to invoice due date. Late requests after 4-week period will not be accepted. Fee extension requests are subject to approval.
- Students will incur a \$100 late payment fee for overdue accounts passed 7 days unless prior arrangements have been agreed upon. Students with long-term outstanding accounts may be withdrawn from their course. International students with outstanding fees may be reported to DoHA via PRISMS under student defaults.

Refunds domestic students

All course fees for fee-for-service (domestic) students include a non-refundable enrolment fee (non-tuition) which is detailed on the Letter of Offer and Student Agreement. The enrolment fee is non-refundable, except in the circumstances detailed below.

- Where a course does not start on the starting date outlined in the Letter of Offer.
- If **ACOS** is required to cancel a course before it commences due to insufficient numbers or for other unforeseen circumstances.
- If an offer is withdrawn by **ACOS** and not due to incorrect or incomplete information being provided by the student.
- At the discretion of **ACOS** when special or extenuating circumstances such as death, illness, hardship have prevented the student from commencing their studies including political, civil or natural events.
- **ACOS** made changes to the terms of the student agreement and a new agreement cannot be reached with the student to account for changes.

Students who withdraw from a course 14 days prior to course commencement may apply for a partial refund excluding non-refundable enrolment fee.

A student not achieving the qualification or unit/s in which they enrolled due to exhausting their attempts at assessment, does not entitle the student to a refund.

A student is not entitled to a refund should the course start date commenced as per the Letter of Offer and Student Agreement

RPL application fees are non-refundable.

Students are not entitled to a refund where a student withdraws from a course with less than 14 days' notice to course commencement.

Refunds international students

Refunds international students may include a non-refundable enrolment fee (non-tuition) which is detailed on the Letter of Offer and Student Agreement. The enrolment fee is non-refundable, except where a full refund applies as detailed below.

Full Refund

A full refund of any fees paid (including enrolment fee) will apply if Australian College of Studies is required to cancel a course before it commences due to insufficient numbers or for other unforeseen circumstances and:

- Where a course does not start on the starting date outlined in the Letter of Offer.
- If **ACOS** is required to cancel a course before it commences due to insufficient numbers or for other unforeseen circumstances.
- If an offer is withdrawn by **ACOS** and not due to incorrect or incomplete information being provided by the student.

- At the discretion of **ACOS** when special or extenuating circumstances such as death, illness, hardship have prevented the student from commencing their studies including political, civil or natural events.

Partial Refunds

A partial refund will be paid to students in any of the following circumstances, as follows:

- Partial refunds will be paid in the event of partial provider default (where the course has started but cannot be delivered in full by the provider). The refund will be calculated from the day of the default as per section 8 of the Education Services for Overseas Students (Calculation of Refund) Instrument 2024.
- Partial refunds will also be provided in the same manner as for provider default (as above) where **ACOS** fails to enter into a written agreement with a student or the Student Agreement is not compliant with the requirements of the ESOS Act or the National Code 2018.
- If an international student is refused a visa before commencing their course, Australian College of Studies will refund the total amount of all course fees (tuition and any non-tuition fees) received for the course less whichever is the lower amount of 5% of the total amount of the fees (tuition and non-tuition) or the sum of \$500 in compliance with section 9 of the Education Services for Overseas Students (Calculation of Refund) Instrument 2024.
- Where a student chooses to withdraw from a course within 14 days or more before the course commencement, course fees less the Enrolment Fee and Withdrawal Fee will be refunded.

A student not achieving the qualification or unit/s in which they enrolled due to exhausting their attempts at assessment, does not entitle the student to a refund.

Circumstances in which a refund will not be paid

Students are not entitled to a refund in the following circumstances:

- Where **ACOS** terminates the student's enrolment because of a failure to comply with **ACOS'** policies, misbehaviour or unsatisfactory course progress or attendance.
- Where a student withdraws from a course with less than 14 days to course commencement.

CONFIRMATION OF ENROLMENT

Once payment has been received, **ACOS** will forward the Confirmation of Enrolment (CoE) to the student. International students will need to apply for a visa and submit the CoE and other documents required for the student visa application.

STUDENT VISA

Information about the visa application process, evidence you must provide, visa conditions, working permissions, Overseas Student Health Cover and charges associated with the visa application can be accessed via the Department of Home Affairs website.

Ensure you allow enough time between lodging your application and the beginning of your course, as the application process can be lengthy.

Visa Conditions

You must abide by the visa conditions you are granted. Failure to comply with these conditions may result in the cancellation of your visa. Some of the conditions may include:

- Satisfy attendance and/or course progress requirements
- Maintain a valid enrolment for your chosen course of study
- Only work within the conditions of your visa
- Maintain approved Overseas Student Health Cover (OSHC) whilst in Australia
- Notify your **ACOS** of your Australian address and any subsequent changes within 7 days
- Complete the course within the duration specified in the Confirmation of Enrolment (CoE)
- Remain with the principal RTO for 6 months unless you are issued with a letter of release from the RTO to attend another institution

Maintaining Enrolment and Course Progress

You must meet course progress requirements in order to satisfy the conditions of your visa. These course progress requirements will be clearly explained to you during the orientation program. **ACOS** will assist you in meeting your course progress requirements by monitoring your progress and providing you with the relevant support at its earliest stage as possible. We can provide you with a range of support from extra time to complete tasks or a reduced study load to study skills program. If after providing you with support, you do not meet course progress requirements, you will be issued with a warning letter stating your course progress is unsatisfactory and inviting you to discuss further support.

In the event of 3 unsatisfactory course progress or not meeting course progress requirements in two consecutive study periods, we may notify the Department of Home Affairs for unmet requirements. The Department of Home Affairs will review and provide their decision on whether your visa may be cancelled.

You may appeal **ACOS's** decision to notify The Department of Home Affairs. An appeal will only be considered if **ACOS** has not recorded or calculated your academic results correctly, has not provided appropriate support, has not implemented other policies such as assessment and feedback which could impact your academic results or there are compassionate or compelling reasons which have contributed to the unsatisfactory progress. Circumstances which may be considered as compassionate or compelling circumstances include:

- Serious illness or injury supported by a medical certificate noting the inability to attend class
- Bereavement of close family members
- Major political upheaval or natural disaster in the home country requiring emergency travel impacting student's studies
- A traumatic experience which has impacted the student and which could include involvement in, or witnessing of a serious accident; and witnessing or being the victim of a serious crime. These cases should be supported by police or psychologists' report
- Where the student is unable to begin studying on the course commencement date due to a delay in the student visa process
- Where **ACOS** is unable to offer a pre-requisite unit

Where your study load has been reduced due to difficulties meeting course progress requirements, you may need to complete additional subjects in future sessions to complete your course in the time specified in your student visa.

Attendance

As well as meeting course progress requirements, you must also meet attendance requirements as part of your visa conditions. It is expected that you will attend all classes; however, we understand that in some cases you may not be able to attend class because of personal circumstances such as illness or family matters. To maintain satisfactory attendance, you are required to attend at least 80% of your classes.

If you are at risk of not meeting attendance requirements, we will contact you to discuss your attendance and identify support required. You will be given 3 warnings to improve your attendance, and if the requirements are still not met, we will be required to notify The Department of Home Affairs. The Department of Home Affairs will review and provide their decision on whether your visa may be cancelled.

Compassionate or compelling circumstances will be treated sensitively and taken into consideration.

DEFERRAL, SUSPENSION AND CANCELLATION

ACOS's Deferral, Suspension and Cancellation Policy and Procedure outlines the circumstances in which a student can defer, suspend or cancel their enrolment with **ACOS** and where **ACOS** may initiate a suspension or cancellation of the student's enrolment. All documentation and discussions relating to the assessment of student deferral, suspension and cancellation applications will be held in the student's file.

If you intend to miss a period of your training, you may apply for a leave of absence, subject to approval. Applying for a leave of absence will be treated as a suspension. Please apply at least 4 weeks prior to the intended suspension date. Supporting documents may be required.

Deferral fees apply and is subject to approval.

Definitions

To defer or suspend enrolment means temporarily put studies on hold. A student may request a temporary deferment or suspension to their enrolment on the grounds of compassionate or compelling circumstances.

Deferral is a postponement of the commencement of enrolment.

Suspension is a temporary postponement of enrolment.

Cancellation is where the student voluntarily withdraws or is required to withdraw from a course.

A retrospective deferment or suspension may be justified if the student was unable to contact **ACOS** due to unforeseen circumstances.

ACOS may initiate suspension or cancellation due to student misbehaviour or non-payment of fees. The Student code of Conduct further outlines behaviour expected by students.

Cancellation of student's enrolment due to unsatisfactory course progress or attendance will be handled as per **ACOS's** Course Progress and Attendance Monitoring Policy and Procedures. Students may also initiate cancellation of their studies using the Application for Withdrawal Form. Students should note **ACOS's** Fees, Charges and Refunds Policy and Procedure.

TRANSFER BETWEEN PROVIDERS

Students Transferring to ACOS

When a request for transfer to **ACOS** is received, the CRICOS manager will:

- Verify the length of time the student has been with their current provider
- Sight a valid letter of offer from new provider
- Verify if the original provider has provided a letter of release to the student
- Verify the age, English proficiency and medical status of the student
- Verify the status of the current provider and course registration

ACOS will not knowingly enrol students wishing to transfer from another registered provider prior to the student completing 6 months of their principal course of study except where:

- The original registered provider ceases to exist
- The course in which the student is enrolled has ceased to be registered
- The original provider has supplied a written letter of release
- The original registered provider has had a sanction imposed on its registration by the Australian Government that prevents students from continuing their principal course

Transfers to **ACOS** will be granted if students:

- Meet the entry requirements of the relevant course
- Pay required fees
- Complies with their visa conditions.

Transfers to another course internally or to a different provider will not be granted where:

- The transfer may jeopardise the student's progression through a package of courses.
- The student has recently started studying the course and the full range of support services are yet to be provided or offered to the student. In this case, the student will be requested to wait a further 4 weeks before applying for a transfer to another registered provider during which time the full range of support services will be provided to the student.
- The student is trying to avoid being reported to DoHA for failure to meet the provider's attendance or academic progress requirements.
- There are no legitimate compassionate or compelling circumstances.
- From July 1 2022, the student moving to lower AQF level course to another organization from Graduate diploma will require the approval from Minister, if they have condition 8204 on their student visa. This approval can only be given after the

Minister has obtained an assessment from the competent Australian authorities that you are not likely to be directly or indirectly a risk to Australian national security.

Students Transferring from ACOS

If a student wishes to be released from their studies at **ACOS**, and transfer to another registered provider less than 6 months after commencing their principal course of study, the student must obtain a letter of offer from their intending provider; and must provide **ACOS** with 14 days notice.

Staff will meet to assess the student's request. If the request is approved, **ACOS** will issue the student with a letter of release at no cost, but subject to the constraints of the Refund Policy; and contact The Department of Home affairs to ascertain if a new student visa is required.

STUDENT ISSUES

Complaints and Appeals

ACOS's Complaints and Appeals Policy and Procedure have been developed to ensure **ACOS** responds effectively to individual cases of dissatisfaction. This policy outlines **ACOS's** approach to managing complaints and appeals and ensures that all clients, students (domestic and international), staff and other stakeholders are aware of the steps to take to address the dissatisfaction appropriately.

In line with the VET Quality Framework, as well as Standards 8 and 10 of the National Code 2018, students will be informed of and provided with this policy and procedure during orientation.

Despite all efforts of **ACOS** in providing satisfactory services to its students, clients, workplaces and others, complaints may occasionally arise requiring formal resolution. Individuals are encouraged, wherever possible to resolve concerns or difficulties directly with the person(s) concerned prior to formalising the complaint. **ACOS's** staff and trainers/assessors are available to assist students in resolving their issues and/or assist with lodging the relevant documentation of a formal complaint.

Complaints and appeals may be made in relation to any of **ACOS's** services, activities and decisions such as:

- The selection processes
- Enrolment, induction and/or orientation
- Quality of training and assessment provided
- Training and assessment matters, including student progress and curriculum
- Access to records
- Decisions made by **ACOS**
- The way someone has been treated.

Complaints and Appeals System

ACOS is committed to developing and maintain an effective, timely, fair and equitable complaints and appeals system which is easily accessible and offered to complainants at no charge. **ACOS** aims to:

- Develop a culture that views complaints and appeals as an opportunity to improve the organisation and how it works

- Set in place a complaints and appeals handling system that is client focused and helps **ACOS** preventing these events from recurring
- Ensure that any complaints and appeals are resolved promptly, objectively, confidentially and with sensitivity
- Ensure complaints are promptly resolved to not impact or hinder an international student's study time in Australia
- Ensure that the views of each complainant and respondent are respected and that all parties are not discriminated or victimised against
- Ensure responses to complaints and appeals are consistent

All formal complaints and appeals will be responded to efficiently to ensure an effective resolution within a reasonable timeframe, usually twenty (20) working days or as soon as practically possible. However, in some cases, particularly if the matter is complex, the resolution may take longer.

All complaints and appeals and their outcomes will be recorded on the Complaints and Appeals Register. A copy of the complaint or appeals will be filed in the student's file.

Complaints and appeals will be reviewed by management to identify root causes of the complaint or appeal and to identify any areas requiring improvement to prevent similar recurrences in the future.

All records relating to complaints and appeals falls under **ACOS's** Privacy Policy and Procedures.

The Complaints and Appeals Policy does not replace or modify any other responsibilities which may arise under other policies or under statute or any other law. This policy does not limit the rights of individuals to take action under Australia's Consumer Protection laws. Individuals still hold the right to pursue other legal remedies.

Appealing a Decision

Appeals against a decision made by **ACOS** may be made in writing using the Complaints and Appeals Form or other written format such as email or letter. When making an appeal the appellant should provide as much details possible to enable **ACOS** to investigate and determine a solution. This should include:

- A description of the issue or concern
- Any evidence that supports the appeal
- Details about the steps that have already been taken to resolve the issue
- Any suggestions for how the issue might be resolved

The receipt of the appeal will be acknowledged in writing within 5 working days.

Upon receiving the appeal, **ACOS** will investigate the matter and ensure that **ACOS** has accurate, complete and relevant information. This may include gaining extra details from the appellant, people involved in the decision and any other involved parties. If a meeting is held face to face, the student will be given the opportunity to have a support person present. International students may wish to have a translator for complex matters.

Management will decide on an appropriate resolution and advises the appellant in writing along with reasons for the decisions within 20 working days. If the matter is particularly complex, this may

take longer to resolve. If the appellant remains dissatisfied, they may lodge an external complaint or appeal.

For international students if the resolution recommends a deferral, suspension or cancellation of a student's enrolment, The Department of Home Affairs will be notified through PRISMS of the change to the student's enrolment.

- Leave Australia
- Show the Department of Home Affairs a new Confirmation of Enrolment (CoE) with another provider; or
- Provide Department of Home Affairs with evidence that he or she has accessed an external appeals process.

Appealing an Assessment Result

An appeal of an assessment result may be made in writing to **ACOS** using the Appeals Form or other written format within 20 working days of the assessment decision being made. The request must include a detailed explanation of the reasons to appeal.

Upon receipt of the appeal, an internal review of the assessment will be conducted by The Director of Studies and may request further information from the appellant.

Review of the assessment may involve:

- Appointing an independent, qualified assessor to review the assessment
- The original assessor reviewing the assessment result with another assessor

All reasonable measures will be taken to ensure the assessment appeal is resolved within 20 working days. The appellant will be advised in writing of the outcome and reasoning.

External Appeals

Where the complainant remains dissatisfied with the outcome of the complaints and appeals process, the complainant has the right to access external complaints or appeals process at minimal or no cost.

- NSW Fair Trading
- Administrative Appeals Tribunal
- Australian Skills Quality Authority (ASQA)
- Commonwealth Ombudsman

International students may also lodge an external appeal to the Commonwealth Ombudsman who offer a free and independent service to overseas students who have a complaint or want to lodge an external appeal about a decision made by **ACOS**.

ACOS will be bound by external reviewer's recommendations.

Enrolment Status

International student's enrolment will be maintained throughout the internal Complaints and Appeals Procedure. Students will maintain an enrolment status through PRISMS until:

- The external process is completed for appeals against **ACOS's** decision to report the student for unsatisfactory course progress or attendance
- The internal appeals process is completed if the appeal is against **ACOS's** decision to defer, suspend or cancel a student's enrolment due to misbehaviour.

ISSUING OF STATEMENTS AND TESTAMURS

On completion (or withdrawal) of your course and payment of all relevant fees, we will issue you with a qualification or statement of attainment within 30 days. Qualifications will be accompanied by a record of results showing the units of competency achieved in the course. A record of results will only be provided with a statement of attainment if requested.

ACOS reserves the right to withhold the issuance of qualifications and Statement of Attainment until all fees related to the course or qualification have been paid, except where **ACOS** is not permitted to do so by law.

ACOS must have a valid USI on file for the qualification or statement to be issued.

Re-Issuing Statements and Qualifications

Records of qualifications and unit achievement are kept on record for a period of at least 30 years. Students can request copies of statements or qualifications anytime for an additional charge. Refer to our Fees and refunds section.

A Statement of Attainment will only be issued upon a student's exit from a training program, whether the student has completed the full program or not, **ACOS** will not issue a Statement of Attainment as an interim progress statement to a student who is continuing the same qualification or course.

ENTRY IN AUSTRALIA

When you arrive in Australia, you will need to show your passport and incoming passenger card at a Customs and Immigration checkpoint. You may be asked questions about your stay before you are allowed entry.

Once you have passed through Customs and Immigration checkpoint, you should collect your bags ensuring your luggage not damaged and nothing is missing. If something is missing or damaged, notify the luggage counter immediately. Staff at the luggage counter should be able to assist you further.

Once you have your luggage you will go through a luggage check. Australia has strict quarantine laws preventing people from bringing certain food and plant items. You will be asked to complete an 'Incoming Passenger Card'

Incoming passenger card • Australia

PLEASE COMPLETE IN ENGLISH WITH A BLUE OR BLACK PEN

PLEASE X AND ANSWER EVERY QUESTION – IF UNSURE, Yes X

Are you bringing into Australia:

1. Goods that may be prohibited or subject to restrictions, such as medicines, steroids, illegal pornography, firearms, weapons or illicit drugs? Yes ☐ No ☐
2. More than 2250mL of alcoholic beverages or 25 cigarettes or 25g of tobacco products? Yes ☐ No ☐
3. Goods obtained overseas or purchased duty and/or tax free in Australia with a combined total price of more than AUD\$900, including gifts? Yes ☐ No ☐
4. Goods/samples for business/commercial use? Yes ☐ No ☐
5. AUD\$10,000 or more in Australian or foreign currency equivalent? Yes ☐ No ☐

Note: If a customs or police officer asks, you must report travellers cheques, cheques, money orders or other bearer negotiable instruments of any amount.

6. Meat, poultry, fish, seafood, eggs, dairy, fruit, vegetables? Yes ☐ No ☐
7. Grains, seeds, bulbs, straw, nuts, plants, parts of plants, traditional medicines or herbs, wooden articles? Yes ☐ No ☐
8. Animals, parts of animals, animal products including equipment, pet food, eggs, biologicals, specimens, birds, fish, insects, shells, bee products? Yes ☐ No ☐
9. Soil, items with soil attached or used in freshwater areas e.g. sports/recreational equipment, shoes? Yes ☐ No ☐
10. Have you been in contact with farms, farm animals, wilderness areas or freshwater streams/lakes etc in the past 30 days? Yes ☐ No ☐
11. Were you in Africa, South/Central America or the Caribbean in the last 6 days? Yes ☐ No ☐

DECLARATION
The information I have given is true, correct and complete. I understand failure to answer any questions may have serious consequences.

YOUR SIGNATURE

Day Month Year

TURN OVER THE CARD
English

It is important you answer the questions accurately. **If you are unsure, it is better to declare it then risk the consequences.**

If Custom Officers find an item you are bringing is not safe, they may confiscate and destroy the item. If you fail to declare or dispose of any quarantine items, or make a false declaration, you may receive a fine or be prosecuted. All international mail is also screened and checked by Customs.

Please visit The Department of Agriculture, Water and the Environment's website for further information.

COVID19

Update to COVID-19 regulations

From 6 July 2022, travellers to Australia will no longer need to:

- Fill out a Digital Passenger Declaration or Maritime Travel Declaration
- Provide evidence of their vaccination status
- Have an exemption if they are unvaccinated.

International travellers visiting NSW:

- Are not required take a COVID-19 test on arrival

- Are not required to wear a face mask in airports but must wear a mask while on aircraft flying above NSW and in some other settings.

For updated information visit <https://www.health.gov.au/health-alerts/covid-19/international-travel>

At ACOS we recommend the precautionary measures below:

- Follow local public health orders and health advice
- Get tested if you have symptoms and stay home
- Wear masks as advised and in appropriate settings
- Practise good hand hygiene

Keeping in Contact

Before you leave home, you should provide your family and friends, and your education provider in Australia, with details of your flights to Australia and where you will be staying.

Once you have arrived in Australia, you should let your family and friends know that you have arrived safely. For safety reasons, you should always let someone know where you are.



Arrange Your Finances

The currency used in Australia is the Australian Dollar (\$AUD). Ideally, you should have some Australian Dollars with you before you arrive. There are airport currency exchange retailers. You can exchange money at any bank or currency exchange retailers. Note, some banks are not open on the weekend and airport currency exchange retailers generally attract higher fees.

For safety reasons you should not carry large sums of cash with you. You generally need to bring with you your accommodation cost (if this hasn't been paid), and transfers from the airport. Consider the amount you need to carry before you depart.

Cost of Living

Students should be aware of the average cost of studying in Australia. The following website will provide you an average relating to various circumstances and should be used as a guide.

<https://www.studyaustralia.gov.au/en/life-in-australia/living-and-education-costs>

Migration regulations in Australia require international students to show evidence that they can contribute to the cost of living and studying in Australia. This helps to ensure students are better able to make the most of their studies and have a safe and enjoyable experience in Australia.

While international students are able to supplement their income with money earned through part-time work in Australia, the 'living costs' requirement helps to support the success of students in their studies by ensuring that they don't have to rely on such work to meet all their expenses.

Under the **Migration (LIN 19/198: Evidence of Financial Capacity – Subclass 500 Visa and Subclass 590 Visa) Instrument 2019**, student visa applicants may be required to demonstrate sufficient funds to cover their living expenses and the living expenses of any accompanying family members.

The following annual living-cost amounts apply:

- Primary Student Visa Applicant AUD \$29,710
- Spouse or De Facto Partner AUD \$10,394
- Dependent Child AUD \$4,449

Students must demonstrate that the funds they are relying upon to meet the costs of studying in Australia will be genuinely available to them during their stay in Australia.

The figures above are indicative only and costs can vary significantly depending on where you live in Australia. You should be prepared in case your living costs are greater than the indicated figures.

Accommodation

It is the students' responsibility to organise their own accommodation.

Bringing Your Family

If you intend to bring your family with you, they will also need to have a visa and be covered by health insurance. Family members include your partner (married or de facto) and your children under 18 years of age. You will need to provide proof of your family relationships with official documents including birth certificates and marriage certificates. Visit The Department of Home Affairs website for more information.

Average Childcare cost are as follows (note prices are on average and should be used as a guide only):

- Centre-based Childcare \$80 to \$100 per day
- Family Day Care \$6 to \$11 per hour
- Nannies \$20 to \$25 per hour

School fees apply to most dependents of temporary residents in New South Wales. Information on fees and exceptions can be found at <https://www.deinternational.nsw.edu.au/>

Emergencies

Emergency services such as fire, ambulance or police can be contacted via phoning **000**. You will be asked by an operator if you require fire, ambulance or police and the reasoning for this assistance. You may also be asked to provide your name, address and phone number.

Fire brigade extinguish fires, rescue people in cars and buildings, and helps where gas or chemicals become a danger. No matter how small or large the fire is phone **000** immediately.

Ambulances provide immediate medical attention and, in an emergency, transportation to hospital.

Police protect people and properties, detect and prevent crime, and preserve peace for everyone. They are not connected to military or politics. The police can help you feel safe.



Medical Assistance

Emergency medical treatment is available 24 hours a day at the emergency or casualty department of a public hospital, or at some medical centres. Public and private hospitals are listed in the white Pages telephone directory under 'Hospitals' and you can also find them by searching the internet.

If you need to go to hospital, remember to bring your health insurance card and any medicines you are currently taking. For anything other than an emergency, seek medical help from a general practitioner (GP) or local medical centre.

Overseas Student Health Cover (OSHC)

Australia has a special system of health cover for international students called Overseas Student Health Cover (OSHC). You will need to have OSHC cover before arriving in Australia. The Department of Home Affairs requires you maintain an OSHC for the duration of your time on a student visa in Australia.

Your OSHC will help you pay for any medical or hospital care you may need while you're studying in Australia, and it will contribute towards the cost of most prescription medicines, and an ambulance in an emergency.

OSHC does not cover dental, optical or physiotherapy. If you would like to be covered for these treatments, additional private health insurance may be purchased.

Further information can be found at:

https://www.privatehealth.gov.au/health_insurance/overseas/overseas_student_health_cover.htm

Working in Australia

You may wish to seek part time or casual work to help pay your living expenses whilst studying in Australia. As a student visa holder, you are allowed to work up to 40 hours per fortnight during your studies.

All people working in Australia have basic rights and protections in the workplace, including minimum pay and conditions. The Fair Work Ombudsman ensures these rights are protected and enforced fairly under Australia's workplace laws.

For more information contact Fair Work Infoline on 131 394 or visit www.fairwork.gov.au

ACOS does not take responsibility for finding work for students. Your ability to find work may depend on your English proficiency, qualifications, previous work experience, skills, and cultural fit.

RELEVANT ACOS FORMS

Please contact Student Support if you require the following forms:

CG4.1 – Access to Records Request Form

CG4.2 – Amendment to Records Request Form

CG6.3 – Injury Incident Report
CG7.2 – Critical Incident Report
TA2.15 – RPL Application Form
SC2.1 – Credit Application Form
SC4.4 – Complaints and Appeals Form
SC5.1 – Refund Application Form
SC6.2 – Application Form – Domestic
SC6.2 – Application Form – International
SC6.8 – Student change of Details Form
SC10.2 – Application for Leave of Absence Form
SC10.1 – Application for Deferral Form

LEARNING, PHYSICAL AND TRAINING RESOURCES

	Resource	SIT30616 Certificate III Hospitality	SIT40416 Certificate IV Hospitality	SIT50416 Diploma Hospitality Management
	Leadership & Management Theory & Practice: 7th Edition			x
	Learner guides per UoC	x	x	x
	The Business Communication Handbook: 10th Edition. J. Dwyer			x
	Bluetooth Speaker	x	x	x
	Reference material in regard to meeting venues and technology, catering and transport suppliers	x	x	x
	Chopping boards	x	x	x
	Knife set	x	x	x
	Plastic wrap	x	x	x
	Consumable goods such as napkins, insulated paper cups and lids, cardboard sleeves, straws, paper plates	x	x	x
	Drink preparation utensils such as barista spoon, pitchers	x	x	x
	Plates, cups, mugs, spoons, knives and forks	x	x	x
	Tables and Chairs	x	x	x
	Menus	x	x	x
	Audio system	x	x	x
	Dish washing liquid	x	x	x
	Sandwich cutters	x	x	x
	Sandwich press	x	x	x
	Dishwasher	x	x	x
	trays	x	x	x
	Cleaning products	x	x	x
	Mop and bucket	x	x	x
	Aprons	x	x	x
	Shelving and storage	x	x	x
	Food preparation benches	x	x	x
	Cake, baking and dessertware and equipment	x	x	x
	Cookware sets	x	x	x
	Fryer	x	x	x
	Freezers and cold product storage	x	x	x
	Bins	x	x	x
	Knife sharpening equipment	x	x	x
Physical and Simulation Training Resources	Organisational docs such as equipment manufacturer instructions, food safety plan, food safety guidelines, safety data sheets (SDS)	x	x	x
	organisational policies and procedures	x	x	x
	Café industry workplace	x	x	x
	products and services to be delivered to customers	x	x	x
	work tasks in which to coach others	x	x	x
	double sink	x	x	x
	griller	x	x	x
	Scales	x	x	x
	Gloves	x	x	x
	Grater	x	x	x
	tongs, serving utensils, peelers and slicers	x	x	x
	hand towels	x	x	x
	sponges, scourers and brushes	x	x	x

	Commercial blenders	x	x	x
	Coffee and espresso machines	x	x	x
	Coffee grinder	x	x	x
	Refridgeration system	x	x	x
	Oven	x	x	x
	Toaster	x	x	x
	Cooking top and burners	x	x	x
	Colanders	x	x	x
	Can opener	x	x	x
	Computer 4	x	x	x
	Computer 5	x	x	x
	Computer 6	x	x	x
	Relevant legislation, regulations and codes of practice	x	x	x
	Projector	x	x	x
	Whiteboard	x	x	x
	Laptop	x	x	x
	Printer	x	x	x
	Desks	x	x	x

	Resource	BSB50215 Diploma Business	BSB60215 Advanced Diploma Business	BSB80615 Graduate Diploma Management (Learning)
Learning Resources	Marketing Principles: 3rd Asia-Pacific Edition	x	x	x
	Leadership & Management Theory & Practice: 7th Edition	x	x	x
	Learner guides per UoC		x	x
	Project Management Essentials. Therese Linton	x	x	
	The Business Communication Handbook: 10th Edition. J. Dwyer	x	x	x
Physical and Simulation Training Resources	Bluetooth Speaker	x	x	x
	Organisational policies and procedures	x	x	x
	Office supplies: Filing folders, Diary, Pens, Desk accessories, paper, exercise books, highlighters, self-ashesive notes, Stapler, hole puncher, stamper remover	x	x	x
	Office equipment: Desk, Chairs, bin, book shelf, Scanner, printer, internet connectivity, phone system	x	x	
	Computers and relevant software	x	x	x
	Computer hardware and other document production equipment	x	x	x
	Media for production of documents e.g. Canva	x	x	x
	Computer 7	x	x	x
	Computer 8	x	x	x
	Computer 9	x	x	x
	Relevant legislation, regulations and codes of practice	x	x	x
	Sample Marketing plan	x	x	x
	Sample Business plan	x	x	x
	Projector	x	x	x
	Whiteboard	x	x	x
	Laptop	x	x	x
	Printer	x	x	x
	Desks	x	x	x

Resource	CHC30113 Certificate III Early Childhood Education and Care	CHC33015 Certificate III Individual Support	CHC43015 Certificate IV Ageing Support	CHC43115 Certificate IV Disability	CHC43315 Certificate IV Mental Health	CHC50113 Diploma Early Childhood Education and Care	CHC52015 Diploma Community Services
Karen Kearns textbooks	x						
Leadership & Management Theory & Practice: 7th Edition							
The Individual Support Worker		x	x	x	x		x
The Disability Support Worker: 2nd Edition		x	x	x	x		x
The Human Body in Health and Illness: 4th Edition		x	x	x	x		x
The Business Communication Handbook: 10th Edition							
The Experienced Carer: 2nd Edition		x	x	x	x		x
Bluetooth Speaker	x	x	x	x	x	x	x
Change Table	x					x	
Change Table	x					x	
Children Chair	x					x	
Children Chair	x					x	
Children Chair	x					x	
Children Chair	x					x	
Children Table	x					x	
Children Table	x					x	
Computer 1		x	x	x	x		x
Computer 2		x	x	x	x		x
Computer 3		x	x	x	x		x
Computer 4	x					x	
Computer 5	x					x	
Computer 6	x					x	
Cot	x					x	
Cot	x					x	
Cot Mobile	x					x	
Doll (Baby)	x					x	
Doll (Baby)	x					x	
Doll (Baby)	x					x	
Doll (Baby)	x					x	
Doll (Baby)	x					x	
High Chair	x					x	
High Chair	x					x	
Kids Storage shelf	x					x	
Linen bin		x	x	x	x		x
Mannequin		x	x	x	x		x
Mannequin		x	x	x	x		x
Mannequin		x	x	x	x		x
Medical Trolley		x	x	x	x		x
Projector	x	x	x	x	x	x	x
Toys	x					x	
Wheelchair		x	x	x	x		x
Whiteboard 1		x	x	x	x		x
Whiteboard 2	x					x	
Whiteboard 3							
Laptop	x	x	x	x	x	x	x
Printer	x	x	x	x	x	x	x
Desks	x	x	x	x	x	x	x